



## JOB DESCRIPTION

Position Title: **Assistant Supervisor**

Working Area: **Emergency Communications**

Class Code: 3018

Non-Exempt

EEO Code: 03

Effective Date: August 29, 2002

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### **Major Function**

Technical work in the operation of a central emergency communications center receiving and dispatching emergency calls.

### **Essential Functions**

*Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Operates control consoles, computer terminal, master recorders, and all system controls of microwave, satellite receivers, encoders, and other sub-system equipment in the communications center. Operates a computer console with color coded information on various screens and takes appropriate action in a timely manner.

Instructs console operators in the technical application of emergency dispatching and call processing for fire suppression and emergency medical services. Supervises a communications center shift in the absence of a Supervisor. Assists supervisor with shift operations. Make recommendations to supervisor on performance evaluations for assigned personnel.

Provides timely dispatch of proper medical and fire suppression units to current situation. Handles all emergency radio traffic. Relays information to and from County and city law enforcement agencies. Answers emergency calls via 9-1-1, radio, and other telephone lines, and provides emergency medical instructions as appropriate.

Maintains ability to operate and answer County switchboard, and answer calls as required.

Answers telephone calls for Department of Public Safety, Animal Control, Environmental Services Department and other County Departments and Divisions after normal business hours, on weekends and holidays. Pages the appropriate on call individual to respond to after hour's calls.

Maintains communications logs, emergency information files, and County geographic system records.

Performs on-call duty as required and carries pager while performing on-call duty.

Performs other duties as assigned or as may be necessary.



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### **Minimum Qualifications**

Considerable knowledge of County geography and road networks, communications procedures, operation of in-house CAD systems and equipment assigned to the Department of Public Safety's Communication Center. Knowledge of County operating procedures and agencies within the communications system.

Ability to react quickly and calmly to emergency situations and direct the efforts of assigned personnel when required. Ability to operate communications equipment, typewriter and computer terminal. Ability to use word processing programs on a personal computer.

High School Diploma or GED and two (2) years of communications center experience in the Public Safety field, one (1) year of which must have been in the capacity of an Emergency Medical Dispatcher.

Ability to type 35 correct words per minute.

Must possess and maintain a valid Florida Driver's License.

Must successfully complete the required Communications Center training program within the time frame specified by the Department Director.

Prefer experience with computer aided dispatch systems and enhanced 9-1-1 systems.

*A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

### **Working Conditions**

The working environment for this position is a communications center. The incumbent in this classification will perform most duties while sitting at a communications console. This position may require sitting for prolonged periods of time.